

JOB DESCRIPTION

JOB DETAILS	
Job Title	Waste Compliance Manager
Reports to	Deputy Service Manager
Band	Band 6
Department/Directorate	Waste Management / Estates & Facilities Management

JOB PURPOSE

To lead and manage the Trust's waste compliance function, ensuring all healthcare waste is managed safely, legally, and efficiently. The role ensures compliance with statutory and NHS requirements, provides specialist advice, and manages contractor performance. The postholder will also advise on and support the delivery of training requirements, raising awareness and competence across the Trust. In addition, the role supports sustainability and carbon reduction objectives through effective waste management practices. To support waste reduction, reuse, and recycling initiatives aligned with the Trust's sustainability and net zero objectives.

KEY RESULT AREAS/PRINCIPAL DUTIES AND RESPONSIBILITIES

Strategic

Develop, implement, and maintain the Trust's waste management strategy in compliance with relevant legislation, Healthcare Technical Memorandum (HTM) guidance, and sustainability objectives.

- Support the Trust's sustainability and net zero goals by identifying and promoting opportunities for waste reduction, reuse, and recycling, including setting targets aligned with the Trust's Green Policy.
- Monitor and report on progress against waste reduction and recycling targets, ensuring alignment with environmental and regulatory standards.
- Provide expert advice and guidance to senior managers, committees, and stakeholders on waste compliance, associated risks, and opportunities for operational and environmental improvement.

Compliance

- Ensure Trust-wide compliance with all statutory and regulatory requirements, maintaining robust systems to evidence compliance.
- Act as the Trust's primary liaison with regulators, auditors, and contractors regarding inspections, permits, and investigations.
- Lead audits, risk assessments, and incident investigations, ensuring corrective and preventative actions are implemented.
- Maintain accurate records, reporting, and documentation to demonstrate compliance with Environment Agency, NHS, and Trust standards.

Operational

- Oversee safe, compliant segregation, storage, transportation, and disposal of all healthcare waste streams including Clinical and Non-Clinical waste streams as detailed below.
- Monitor waste contractor performance, manage contracts/SLAs, and resolve any service or compliance issues.
- Advise on training requirements and specialist training, guidance, and awareness programmes for staff across the Trust.
- Analyse waste data, trends, and costs to inform decision-making, identify risks, and recommend efficiency savings.

KEY WORKING RELATIONSHIPS

JM1081 Waste Compliance Manager, matched 04/03/2026, consistency checked 15/04/2026

Areas of Responsibility:

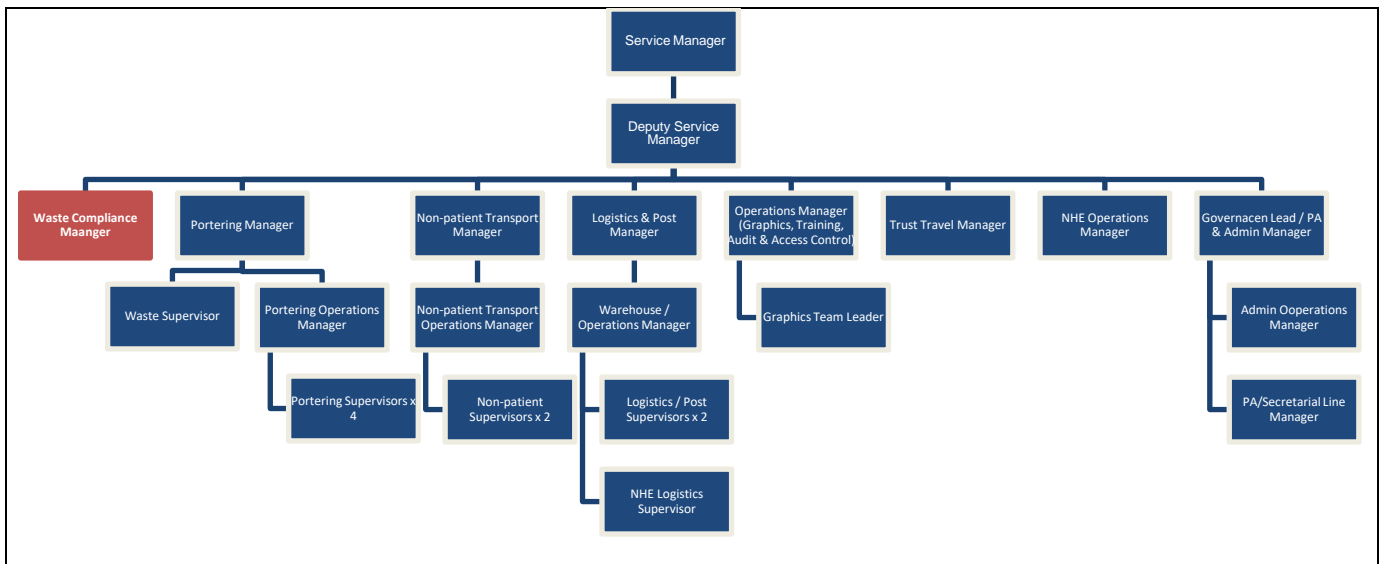
- **Waste Operations Oversight** – managing the safe segregation of all waste, storage, transportation, and disposal of all healthcare waste streams.
- **Clinical Waste Streams**
 - Offensive/hygiene waste (e.g., nappies, incontinence products)
 - Infectious waste (e.g., contaminated dressings, swabs)
 - Sharps (needles, scalpels, lancets)
 - Pharmaceutical waste (including cytotoxic and cytostatic drugs)
 - Anatomical/cadaveric waste (human tissue, body parts)
 - Chemical/medical waste requiring special disposal
- **Non-Clinical Waste Streams**
 - General/municipal waste (non-hazardous, non-recyclable)
 - Recyclable materials (paper, cardboard, plastics, metals)
 - Food waste
 - Confidential waste (paper, digital media requiring secure disposal)
 - Electronic waste (WEEE – computers, electrical equipment)
 - Hazardous non-clinical chemicals (cleaning agents, solvents, batteries)

The post holder is required to deal effectively with staff of all levels throughout the Trust as and when they encounter on a day-to-day basis. In addition, the post holder will deal with the wider healthcare community, external organisations and the public. This will include verbal, written and electronic media.

Of particular importance are working relationships with:

Internal to the Trust	External to the Trust
<ul style="list-style-type: none"> • Senior managers, department heads, and clinical staff • Estates, Facilities, and Environmental Services teams • Infection Prevention and Control, Health & Safety, and Sustainability teams • Waste handlers and operational staff across all sites. 	<ul style="list-style-type: none"> • Regulatory bodies (e.g., Environment Agency, Care Quality Commission) • Auditors and inspectors • Waste contractors and service providers • Partner organisations, local authorities, and other NHS Trusts • Professional networks and forums related to healthcare waste management

ORGANISATIONAL CHART



FREEDOM TO ACT

- To be guided by legislation and HTM 01-07: Safe management of healthcare waste.
- To be a lead specialist for the Trust in Healthcare Waste Management.

COMMUNICATION/RELATIONSHIP SKILLS

- The post-holder will be required to communicate effectively with senior managers, officers, consultants, and other care professionals within the Trust, presenting complex information in a clear, accessible, and persuasive manner. They should be able to motivate, reassure, and influence stakeholders to achieve positive outcomes.
- The post-holder will be required to communicate effectively with relevant enforcement agencies, such as the Environment Agency and the Health and Safety Executive, and other external organisations as appropriate, requesting and conveying complex specialist information clearly and confidently. Strong negotiating and relationship-building skills are essential in these interactions.
- In addition, the post-holder is required to use highly developed interpersonal skills and communication skills to influence, guide and support staff at all levels in achieving safe and compliance waste management practices. This includes delivering clear, sometimes sensitive messages regarding non-compliance, challenging unsafe behaviours, and addressing poor practice in a professional and constructive manner. The role frequently involves persuading and negotiating with clinical and non-clinical staff, managers, and contractors to ensure adherence to legislation and Trust policies. The postholder must remain calm, confident, and respectful when faced with resistance, conflict, or challenging behaviours, using tact, diplomacy, and assertiveness to promote a positive culture of safety, accountability, and continuous improvement.
- Act as the main point of contact for waste compliance matters, engaging with internal stakeholders including senior managers, department leads, and staff across the Trust.
- Liaise with external stakeholders such as regulators, auditors, contractors, and partner organisations to ensure compliance with statutory and contractual obligations.
- Occasional need for presenting information clearly to staff, often using IT equipment such as projectors or laptops.
- Lead and/or act as Deputy Chair for the Waste Management Group, facilitating meetings, setting agendas, and driving the group's objectives.

ANALYTICAL/JUDGEMENTAL SKILLS

- The post-holder will be required to analyse complex facts and situations relating to waste management, interpreting legislation, guidance, and operational data to inform decision-making.
- They will provide detailed evaluation of waste disposal and treatment processes, identifying alternatives to incineration and assessing the implications of each option, including environmental, financial, and operational impacts.

- The post-holder must compare a range of potential solutions, balancing compliance, efficiency, and risk, and make well-reasoned recommendations for implementing processes and supporting structures that meet statutory and organisational requirements.
- Provide guidance, advice, and updates on waste management policies, incidents, and regulatory changes to maintain effective communication and collaboration.

PLANNING/ORGANISATIONAL SKILLS

- Identify, plan and report on the effectiveness of waste collections for all waste streams being generated from Trust sites.
- Co-ordinate waste contractors to ensure the efficient and effective management of waste from Trust sites.
- Investigate and take appropriate follow-up action with regard to Incident Reports relating to waste management issues.
- Maintain an effective control on waste management issues and liaise with departmental heads as necessary.
- Provide timely and accurate information on waste management issues, incidents, and compliance matters to inform group discussions and decision-making.
- Ensure actions and recommendations from the Waste Management group are communicated effectively to relevant departments and implemented where appropriate.

PATIENT/CLIENT CARE

- Incidental contact with patients.

POLICY/SERVICE DEVELOPMENT

- Ensure that the Trust Waste Management Policy is implemented across Trust sites.
- Review and propose changes to practices and procedures for the Waste Management Department.
- In consultation with other Trust managers and outside organisations, identify the hazards presented by each waste stream and advise on the control mechanisms required to eliminate or reduce to acceptable levels the risks to health and the environment.
- Participate in periodic reviews of the Trust's waste management (disposal) policy. To ensure that the Trust's Waste Policies and Procedures are compliant with all prevailing statutory regulations.
- As part of the Control of Substances Hazardous to Health (COSHH) risk assessments, the requirements of the Environmental Protection (Duty of Care) Regulations 1991 and the Carriage of Dangerous Goods by Road Act 1996, annually review the methods of containment for each waste stream, and the waste descriptions and instructions given to staff and contractors.
- Liaise with the Trust's Dangerous Goods Safety Advisor (DGSA) to ensure that the Trust is compliant with the Carriage of Dangerous Goods by Road Act 1996, and that goods carried conform to the Environmental Protection Act 1990 and The Carriage of Dangerous Goods (Classification, Packaging and Labelling) and Use of Transportable Pressure Receptacles Regulations 1996.
- Ensure the administration of the statutory waste transfer documentation required under the Environmental Protection (Duty of Care) Regulations 1991 and the Control of Pollution (Special Waste) Regulations 1996 is adhered to.
- Be environmentally aware of any legislative changes to waste management to enable effective liaison with other departments.
- Ensure that statutory requirements to maintain waste records for a minimum of two years are met.
- Ensure that a technically competent person is available at all times to ensure that the Environment Agency Waste Management Licence is adhered to.
- Manage waste in accordance with the CQC requirements, including overseeing ongoing audits and reviews necessary to meet the requirements of these initiatives.
- Creating, implementing, and maintaining waste management policies, procedures, and safe systems of work.
- Raise awareness of all waste disposal procedures and achieve optimal waste prevention, minimisation and economy by reviewing all waste streams against the Trust's waste management policy.

- Develop and promote waste prevention/reduction initiatives and provide appropriate training to comply with any Trust-wide policies and local targets for improvement.
- Develop effective recycling systems within Trust in collaboration with other organisations on both a local and national basis.

FINANCIAL/PHYSICAL RESOURCES

- Work in collaboration with Finance, Procurement and other Trust departments to reduce waste in packaging and waste equipment disposal.
- Responsible delegated budget holder for Waste Management.
- Responsible for ordering stock and equipment for the Waste Department.
- Assist with the collation of information for tender documents, specifications and service levels in liaison with the Procurement Department and provide expert advice on standards and other performance measures in relation to waste and packaging.
- Monitor performance of waste contractors, managing contracts/SLAs, and addressing service or compliance issues.
- Identify partnership, sponsorship, and grant opportunities, or other external funding sources where appropriate and applicable.
- Ensure that appropriate commercial contracts are in place for the collection of waste and undertake performance monitoring of all waste related contracts and suppliers including day to day liaison, monitoring of compliance and participation in formal contract review meetings with suppliers and the Procurement Department.

HUMAN RESOURCES

- Lead the strategic development and delivery of Trust-wide training programmes to ensure all staff are fully competent in waste handling, waste segregation, environmental compliance, and the carriage of dangerous goods. The role maintains oversight of training needs analysis, compliance monitoring, and continuous improvement across all Trust sites. A key component of the role includes providing face-to-face training within ward and clinical areas—often on a weekly basis—particularly where incidents, audit failures, or non-compliance issues have been identified. This ensures rapid corrective action, supports regulatory compliance, strengthens patient safety, and reinforces organisational standards through targeted, practical education.
- The post holder is required to maintain a programme of continual professional development (CPD) to ensure current best practice is achieved.
- Identify training requirements, advising on staff competence needs across the Trust.

INFORMATION RESOURCES

- Provide professional input into completion of the Estates Returns Information Collection (ERIC) and NHS Premises Assurance Model (PAM).
- To develop a process/SOP and maintain the Trust's Environmental Management System.
- Analyse waste volumes, trends, and costs to inform decision-making, identify opportunities for efficiency, and support service improvements.
- Prepare regular monthly reports and dashboards to communicate performance metrics, highlight risks, and support strategic planning.
- Produce annual reports on any aspect relating to waste management with the Trust, as required.

RESEARCH AND DEVELOPMENT

- To participate in audit and surveys as and when required, i.e. staff surveys.
- Lead on waste related audits, inspections, risk assessments, and incident investigations; preparing compliance reports and recommendations.
- Prepare annual audits of waste disposal service providers to ensure compliance with the “duty of care” requirements under Section 34 of the Environmental Protection Act 1990.

PHYSICAL SKILLS

- Standard keyboard and computer proficiency required for accurate data entry, report writing, and maintaining compliance records.
- Frequent use of office equipment such as printers, scanners, and photocopiers
- Use of handheld devices (e.g., tablets or audit tools) during site inspections to accurately record and log compliance information.
- Accuracy is critical in compiling reports, maintaining statutory records, and ensuring compliance with NHS and environmental regulations.
- Driving between sites will be required.

PHYSICAL EFFORT

- The post involves a combination of office-based work where there will be a frequent requirement of sitting at a desk using a computer and telephone and regular walking between wards, departments, and external areas to carry out audits, inspections, and compliance checks across multiple hospital locations.
- Occasional requirement to stand for extended periods during training sessions, audits, and meetings.
- Occasional light to moderate physical effort when handling waste samples for audit purposes, moving bins, or opening/closing large external waste containers.
- Requirement to manoeuvre wheeled waste bins (up to 360L) for inspection purposes – infrequent and usually with mechanical aids available.
- Frequent climbing of stairs and walking across sites, sometimes in inclement weather, as part of site visits and monitoring duties.

MENTAL EFFORT

- Frequent requirement for concentration. Predictable work pattern / shift.

EMOTIONAL EFFORT

- Occasional exposure to emotional circumstances when dealing with staff issues and complaints in relation to waste management, including concerns about waste segregation practices, sharps injuries or near misses, infection control risks, workload pressures, and non-compliance with waste procedures within clinical and non-clinical areas.

WORKING CONDITIONS

- Occasional exposure to unpleasant substances, including blood, bodily fluids, and offensive waste. Under normal circumstances, the postholder may be in the vicinity of these substances; direct handling would only be required in rare, unusual, or emergency situations.

OTHER RESPONSIBILITIES

Take part in regular performance appraisal.

Undertake any training required in order to maintain competency including mandatory training, e.g. Manual Handling

Contribute to and work within a safe working environment

You are expected to comply with Trust Infection Control Policies and conduct him/herself at all times in such a manner as to minimise the risk of healthcare associated infection

As an employee of the Trust, it is a contractual duty that you abide by any relevant code of professional conduct and/or practice applicable to you. A breach of this requirement may result in action being taken against you (in accordance with the Trust's disciplinary policy) up to and including dismissal.

You must also take responsibility for your workplace health and wellbeing:

- When required, gain support from Occupational Health, Human Resources or other sources.
- Familiarise yourself with the health and wellbeing support available from policies and/or Occupational Health.
- Follow the Trust's health and wellbeing vision of healthy body, healthy mind, healthy you.

- Undertake a Display Screen Equipment assessment (DSE) if appropriate to role.

GENERAL

This is a description of the job as it is now. We periodically examine employees' job descriptions and update them to ensure that they reflect the job as it is then being performed, or to incorporate any changes being proposed. This procedure is conducted by the manager in consultation with the jobholder. You will, therefore, be expected to participate fully in such discussions. We aim to reach agreement on reasonable changes, but if agreement is not possible, we reserve the right to insist on changes to your job description after consultation with you.

Everyone within the Trust has a responsibility for, and is committed to, safeguarding and promoting the welfare of vulnerable adults, children and young people and for ensuring that they are protected from harm, ensuring that the Trusts Child Protection and Safeguarding Adult policies and procedures are promoted and adhered to by all members of staff.

At the Royal Devon, we are committed to reducing our carbon emissions and minimising the impact of healthcare on the environment, as outlined in our Green Plan available on our website. We actively promote sustainable practices and encourage colleagues to explore and implement greener ways of working within their roles.

PERSON SPECIFICATION

Job Title	Waste Compliance Manager
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Requirements	Essential	Desirable
<p>QUALIFICATION/ SPECIAL TRAINING Post-Graduate Diploma in Waste Management OR Degree in Waste Management, Environmental Management, Environmental Science, or a related field, plus additional in-depth specialist knowledge of healthcare waste. OR Accredited specialist qualifications PLUS substantial relevant experience, such as:</p> <ul style="list-style-type: none"> • ICERMS Healthcare Waste Management Qualification (Level 6), and specialist operational experience applying this knowledge. • WAMITAB Level 4 Certificate in Waste Management or CertHE or HNC combined with significant professional in-depth experience and knowledge (e.g., additional short courses, autonomous decision-making, applying legislation, managing complex waste systems). 	E	
<p>KNOWLEDGE/SKILLS In-depth knowledge of waste management. Knowledge of NHS Waste Guidance (HTM 07-01), UK Waste legislation (both hazardous and non-hazardous) and NHS policies and procedures (i.e. infection control and Health and Safety). Excellent communication skills. Excellent IT skills, including Word, Excel and PowerPoint. Innovative approach to problem solving. Ability to use own initiative and make decisions affecting the operational service of the Department.</p>	E E E E E E	
<p>EXPERIENCE Experience in managing multiple waste streams (clinical, hazardous, chemical, pharmaceutical, radioactive, domestic, recycling, food) across complex healthcare or multi-site environments. Proven experience in ensuring compliance with statutory regulations, including the Environmental Protection Act, Waste Regulations, HTM 07-01, and CQC standards. Experience developing and delivering staff training programmes, monitoring compliance, and implementing improvement initiatives. Experience in contract management with external providers, including performance monitoring, risk management, and value-for-money oversight. Experience of delivering training on Waste to a wide-ranging audience. Experience of Waste Management in an NHS organisation. Experience of budget/financial management. Experience of managing staff, including recruitment, capability, disciplinary and absence management. Experience of completing Risk Assessments. Experience of investigating and completing incident reports.</p>	E E E E	 D D D D
PERSONAL ATTRIBUTES		

Ability to handle difficult and emotional situations. Excellent communication skills. Excellent organisational skills. Ability to work as a team player. Self-motivated and able to manage own time and meet deadlines A flexible approach to work. Sound personal judgement and experience in working with diverse interest groups. Strong sense of commitment to openness, honesty and integrity in undertaking the role.	E E E E E E E	
OTHER REQUIREMENTS Full UK driving licence. Ability to travel to other locations as required.	E E	

		FREQUENCY			
		(Rare/ Occasional/ Moderate/ Frequent)			
WORKING CONDITIONS/HAZARDS		R	O	M	F
Hazards/ Risks requiring Immunisation Screening					
Laboratory specimens	N				
Contact with patients	N				
Exposure Prone Procedures	N				
Blood/body fluids	Y		X		
Hazard/Risks requiring Respiratory Health Surveillance					
Solvents (e.g. toluene, xylene, white spirit, acetone, formaldehyde and ethyl acetate)	N				
Respiratory sensitisers (e.g isocyanates)	N				
Chlorine based cleaning solutions (e.g. Chlorclean, Actichlor, Tristel)	N				
Animals	N				
Cytotoxic drugs	N				
Risks requiring Other Health Surveillance					
Radiation (>6mSv)	N				
Laser (Class 3R, 3B, 4)	N				
Dusty environment (>4mg/m ³)	Y	X			
Noise (over 80dBA)	N				
Hand held vibration tools (=>2.5 m/s ²)	N				
Other General Hazards/ Risks					
VDU use (> 1 hour daily)	Y				X
Heavy manual handling (>10kg)	N				
Driving	Y		X		
Food handling	N				
Night working	N				
Electrical work	N				
Physical Effort	Y				X
Mental Effort	Y				X
Emotional Effort	Y		X		
Working in isolation	N				
Challenging behaviour	Y		X		